

Performance Goal FY 00	Objective/Performance Goal	Rights To Service Sets	Metric	PLAS Codes	Program Codes	POC
1	<u>GOAL</u> : Deliver Great Customer Service					
1.1	<u>OBJECTIVE</u> : Provide the right item at the right time for the right price					
1.1.1	Increase the percentage of conforming items	5.1	3.7.1.3	066, 085		Mike McLaughlin, x 2746
1.1.2	Increase on-time delivery by 5%	5.1	3.7.1	049,086	NI031	Newton Stearns, x2736
1.1.3	Reduce number of outstanding delinquencies	5.1	3.7.1.5	049, 086	NP046	Newton Stearns, x2736
1.1.4	Alerts delay notice coverage	5.1	3.7.1.1	085	NP047	Newton Stearns, x2736
1.1.5	Reduce % contracts that exceeded cost or schedule goals more 10%	2.2	3.12.1,3.12.2	38,070	NP048	Robert Posthumus, x2794
1.1.6	Ensure timelines of Class I Engineering Change Proposal (ECP)	4.1	3.10.2.2	062A	NI032	Robert Posthumus, x2794
1.1.7	Respond to the customer by the suspense date of the Customer Priority System Surveillance request by 95% of the time	5.1	3.7.2	085		Newton Stearns, x2736
1.2	<u>OBJECTIVE</u>: Team with our business partners to achieve customer results					
1.2.1	Achieve & sustain customer sat rating of 5 or greater 90% overall	2.4	3.11.1.3	004		Bill Erdbrink, x2755
1.2.2	Achieve satisfaction rating of 5 or better for 90% of all Early CAS customers surveyed	1.1	3.11.1.4	012, 012		Howard Diltz x2741
1.2.3	Reserved					
1.2.4	Ensure 85% of canceling funds do not cancel		4.2.2.1	31,044,041, 181	NI410	Charlene Hammaker-Baez, x2792
1.2.5	Reserved					
1.2.6	Maintain formal Preaward Survey (PAS) Timeliness at 98% on-time rate	1.3	2.1.2	021		Charlotte Alston, x2474

2	<u>GOAL</u> : Lead the way to efficient and effective business processes					
2.1	<u>OBJECTIVE</u>: Serve as a catalyst for the revolution in business affairs					
2.1.1	Ensure 100% forward pricing rate coverage at locations with ACAT I and/or II with a minimum of 80% covered by FPRAs and the balance covered by FPRRs	6.2	2.2.1.1	43	NI045	Marcia Riddle, x2677
2.1.2	Achieve closeout of 75% of other than Firm Fixed Price Contracts, & 90% of Fixed Price Contracts within the FAR mandated timeframes	10.2	4.2.2.3	181	NP049	Charlene Hammaker-Baez, x2792
2.1.3	Achieve an on-time definitized contract actions rate of 86%	6.6	2.2.2.1	041	NI044	Marcia Riddle, x2677
2.1.4	Improve Negotiation Cycle Time	6.6	2.2.2	041	NI043	Harris Hill, x2791
2.1.5	Reserved					
2.1.6	Maintain the % of on-time contractual aircraft deliveries for all new manufactured, overhauled, modified, and contractually maintained aircraft under the cognizance of DCMC Flight Operations at 90% or greater	8.1	3.8.1.2	064		Maj. Sam Bakalian, x2493
2.1.7	Reduce their Basic CAS, Service Support cost pools by 4% in FY00 while reducing the other unit cost pools		1.2.9	221		Charlotte Matousek, x1389
2.1.8	Train 100% of DCMC supervisors and other managers, team leaders, and group leaders on the IMS overview using the web based training	0.6,11.5,11.6 11.7,12.2.1	1.1.15	217D		Julie Sexton, x2783
2.1.9	Reduce net usable space at non-contractor locations IAW DLAR 5305.2		1.1.9	211		Sharon Chapman, x2734
2.1.10	Ensure that 90% pf all GSA leased vehicles in the DCMC fleet meet a minimum utilization rate of 98% (11,760) miles per year) or have an approved waiver in place		1.1.12	211		Sharon Chapman, x2734
2.1.11	Reduce quality of high grade positions throughout DCMC		1.1.5	223		DCMC ONLY
2.1.12	Increase ratio of civilian employees to supervisors to 14:1		1.1.4	223		Charlotte Matousek, x1389
2.1.13	Improve the effectiveness of Specialized Safety	5.3	3.9.1	160	NV416	Larry Pappas, x1551
2.1.14	Maintain the % of on-time contractual aircraft deliveries for all new manufactured, overhauled, modified, and contractually maintained aircraft under the cognizance of DCMC Flight Operations at 90% or greater	8.1	2.1.20	064		Maj. Sam Bakalian, x2493
2.2	<u>OBJECTIVE</u>: Accelerate acquisition reform by applying commercial proceses & practices					

2.2.1	Increase the % of paperless transactions for Progress Payment, Material Inspection, & Receiving Reports (DD250), & Contract Closeout processes assigned to DCMC during FY00 (Supports MRM #2)		1.2.7	085, 141,145,199	NV053	Thomas Campana, x1266
2.2.2	Increase the amount of excess property disposed of by 20% over FY99 (Supports MRM #5) only for the first quarter of FY00	10.2.1	3.2.1.2	105	NI017	John Reddinger, x2680
2.2.3	Reduce the amount of Lost, Damaged, Destroyed (LDD) Government property		3.2.1	102		John Reddinger, x2680
2.2.4	Reduce the amount of government property in the hands of contractors by 5% compared to the FY99 ending balance (September 30, 1999)	7.1	3.2.1.1	102		John Reddinger, x2680
2.2.5	Reduce packaging discrepancies	4.4.4, 4.4.5	3.4.1	66,134,199		Rose Zell, x1698
2.2.6	Improve shipment transit time	5.2	3.5.1	132		Rose Zell, x1698
2.3	<u>OBJECTIVE:</u> Leverage information technology to improve business results					
2.3.1	Implement Electronic Document Workflow (EDW) at all DCMC sites		1.2.6	212,217	NV528	Marcia Riddle, x2677
3	<u>GOAL:</u> Enable DCMC people to excel					
3.1	<u>OBJECTIVE:</u> Invest to develop and sustain the right talent					
3.1.1	Achieve a training investment level of at least 1.5% of gross payroll costs	12.6	1.8.1.4	217,217A-E		Angie Pavlat, x1386
3.1.2	Develop IDPs for 100% of DCMC employees	12.5	1.8.1.5	217B		Angie Pavlat, x1386
3.1.3	Achieve a 95% utilization rate for DAU quotas received	12.6	1.8.1.3	217B		Angie Pavlat, x1386
3.1.4	Maintain or exceed the % of personnel that are DAWIA certified to level I (70%), level II (90%), and level III (98%)	12.6	1.8.1.2	217B		Angie Pavlat, x1386
3.1.5	Achieve a benchmark standard of 40 training hours per employee	12.6	1.8.1.6	217C-E	NP053	Angie Pavlat, x1386
3.2	<u>OBJECTIVE:</u> Build and maintain a positive work environment					
3.2.1	Achieve closure of formal EEO complaint cases within the DLA cycle time of 112 days.		1.1.10	223		Martha Henson, x2490
3.2.2	Reserved					
3.2.3	Complete 100% of military evaluation reports on time		1.1.13.1	223		SMSgt Ken Hammond, x1682
3.2.4	Unfair Labor Practices and Grievances filed with zero final decisions rendered against DCMC Command wide	12.3	1.6.1.2	214		Martha Henson, x2490